UNITED
NATIONS

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Secretariat

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INFORMATION CIRCULAR

To: Members of the staff

From: Assistant Secretary-General for Conference and Support Services

Subject: ELECTRONIC MAIL - DIRECTORY MAINTENANCE AND AUTOMATIC MESSAGE DELETION

1. As the number of cc:Mail users has grown, up-to-date maintenance of the cc:Mail directory has become more important. The present circular establishes a new policy for deletion of inactive cc:Mail accounts from the system in order to keep the directory current and more accurate. It also redefines the policy of automatic deletion of old messages.

Deletion of inactive users

2. Effective immediately, cc:Mail accounts that have not been active for more than 90 days will automatically be deleted from the cc:Mail system. There will be no prior notification of the deletion. This policy will be applicable to all cc:Mail accounts at United Nations Headquarters. Those users who wish to save existing messages before taking extended leave or mission assignment are advised to do so by saving them as archive files or text files, as described in paragraph 7.

3. Staff returning from a long absence will need to reinstate their cc:Mail accounts if they have been deleted. This can be achieved by submitting to the Information Technology Services Division, Users Services Section, in room S-1950, a request for service form available from the Help Desk at extension 3-3157 or in the staff member's executive office. Before submitting this form, the staff member should ensure that their Banyan LAN account has been reactivated by contacting their LAN administrator.

4. When staff leave the Organization permanently, their executive office should request the Information Technology Services Division, by submitting a request for service form, to delete the staff member's cc:Mail account.

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Correcting invalid names in the directory

5. In certain cases, there are wrong names or duplicated entries in the cc:Mail directory for the same user with slightly different spelling. Since cc:Mail is collecting all user names from the Banyan LAN directories, this would happen if wrong names were registered in the departmental Banyan LAN servers. Since the system cannot detect these errors, the affected user should report the incident to the Help Desk for correction by submitting a request for service form.

Deletion of old messages

6. The new policy contained in the present circular supersedes the rules relating to message deletion set out in information circular ST/IC/1994/28 of 20 June 1994, entitled, "Electronic mail - automatic message deletion". The rules regarding automated message deletion from cc:Mail are now as follows:

(a) Messages that have been read and are in the Inbox, and any messages in the Trash folder and in the Message Log folder, will automatically be deleted after 30 days. To save a read message for more than 30 days, it must be placed in a folder or archived (see para. 7).

(b) Messages in all other folders will automatically be deleted after 90 days. To save a message in the folder for more than 90 days, it must be archived (see para. 7);

(c) Unread messages in the Inbox will automatically be deleted after 90 days. Moreover, as stated in paragraph 2 above, the mailbox will be deleted for the user who has not accessed cc:Mail for more than 90 days.

7. There is a mechanism called "archiving" in cc:Mail for saving messages on the hard drive or diskette of a personal computer. A cc:Mail archive is a file on a local disk where users can store selected messages and can access them as any regular folder in cc:Mail. Instructions on how to archive messages may be reviewed in cc:Mail bulletin board titled "cc:Mail" and by selecting the document titled "Archiving Messages". The present circular will also appear under the same bulletin board.

8. For further information or inquiries, to make changes or for other problems, call the Help Desk at extension 3-3157.